



NEW PRINT SERVICE

GETTING STARTED

Instructions for staff to get started with the new Managed Print Service (MPS)

Monash has partnered with an external vendor, CSG, to deliver a Managed Print Service (MPS) which will see new multi-function printers installed across the University and the introduction of Follow-Me printing.

Follow-Me printing means that initially staff, then students once the rollout to the University Libraries occurs, will be able to use their ID card to print to any printer across the University.

The new print service will be [progressively rolled out](#) – by Faculty or Business Unit; by building, one printer at a time.

What do staff need to know about the new service?

- New multi-function printers will be installed across the University.
- With FollowMe printing, you will use your ID card or username and password to collect your print from any new/updated printer, but eventually across the University.
 - The first time you swipe your card on the card reader, you may be asked to associate your card with your user account. Click **Yes** and follow the prompts to enter username and password. You will then need to re-swipe your card or enter your user details to collect your print.
- You will print to a new print option called “MonashUniPrint” in your list of printers. Note: this will be installed when you restart your machine.
- You will be able to print from a non-Monash laptop. If you experience any issues, please refer to either the [Instructions for Mac](#) or [Instructions for Windows](#) in the first instance.
- You will also be able to print from your smartphone or tablet via PaperCut Web Print. Please refer to [Instructions for Web Printing](#).

Set the new “MonashUniPrint” option as your default

- Once your building has completed its implementation, you need to set the new print service as your default print option. This will enable you to collect your print from any MPS enabled device.
- The new print queue is called “MonashUniPrint”.
- Set the default in your printers settings:
 - Windows users: Start menu > Devices and Printers
 - Mac users: System Preferences > Printers and scanners



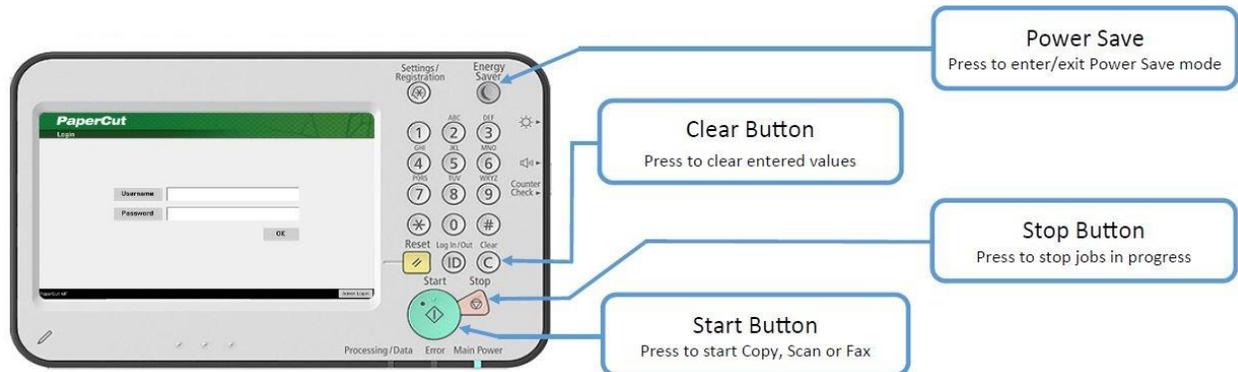
Notes:

¹ If you cannot see the “MonashUniPrint” option in your list of printers, please restart your machine.

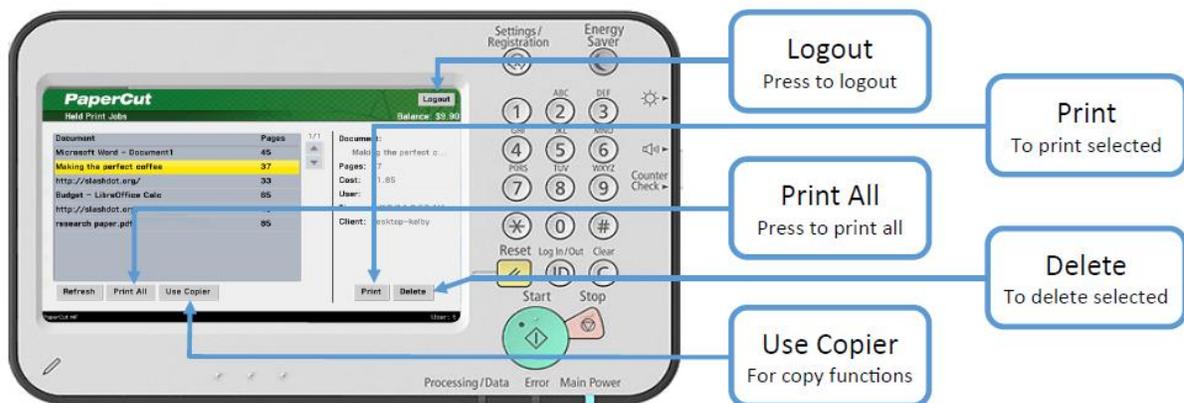
² Staff required to print from SAP will need to make a [minor configuration change in SAP](#).

Print and release your print jobs at an MPS device

- Print as per your usual process to “MonashUniPrint”.
- Printing is set to mono (black/white) and duplex print by default. You can change this in the Printer Properties.
- You can collect your printing from any device with an MPS sticker – standardised to Canon multi-functional devices (MFDs).
- Proceed to the printer and either scan your staff card on the proximity card reader or log in with your Monash username and password.



- Select the print job(s) you wish to print and select “Print”. Alternatively you can also use the “Print All” function if you wish.



Note: to use the scanning or copying function instead, select the “Use Copier” option.

Using the scanning or copying function

- To copy or scan on the new MPS devices, you will need to log on at the device - either by scanning your staff/student card on the proximity card reader or logging in with your Monash username and password.
- Select the “Use Copier” option.

Printing to a non-MPS printer

- As MPS is to be progressively rolled out, if you go to a building which does not have the new print service, you will need to select a printer – [via the usual process](#).

More information and support

For support, please contact the [Service Desk](#).

For more information, check out the [Questions and Answers section on the Program website](#).